

Goal: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS

Desired Community Condition(s)

Competent, well-trained motivated employees contribute to the achievement of City goals and objectives.

Program Strategy: INSURANCES AND ADMINISTRATION

47550

Provide general administrative support to the Human Resources Department. Provide benefit services to the City of Albuquerque employees.

Department: HUMAN RESOURCES

Service Activities

Administration

Health Insurance

Dental Insurances

Strategy Purpose and Description

The program strategy purpose is to provide overall HR administrative support, and benefit services to City employees. In addition, the benefits packages have been offered to other governmental entities in the Greater Metropolitan area. Our primary purpose is to maximize benefit services to City employees, given available resources.

The City's contribution for health and dental programs has increased to 80% for its employees.

On a national basis, between spring 2002-2003 employee premiums for employer sponsored health insurance rose 13.9%. The third consecutive year of double digit premium increases and highest premium increase since 1990. On a local level our premiums increased by 16.9%.

Participation by employees in the group plan is strong, averaging 90%. Concern expressed by employee groups has been shifted from claims service issues to quality of care issues and cost issues.

Changes and Key Initiatives

For FY 2003, RFP 2002-010-SV was issued for a one-carrier option for health coverage as a tactic to combat carrier increases expected at the 19% increase level.

Renewals with existing carriers averaging 15% were accepted, reflecting significant results when compared to national trend rates.

The one carrier option was rejected based on network and doctor loyalty on the part of employees. Cost savings from the one carrier option were evaluated to be temporary with the major HMOs expecting that multi-carrier offerings would be back in one year.

Lower price HMOs saw an opportunity to increase premiums if they were the only carrier offering coverage, and actively requested increases under a one or two carrier scenario.

It is expected that premium increases in will continue, it is expected that co pays will need to be increased to offset high increases.

Priority Objectives

Input Measure (\$000's)

2001	735	735 EMPLOYEE INSURANCE	26,646
2002	735	735 EMPLOYEE INSURANCE	26,634
2003	735	735 EMPLOYEE INSURANCE	29,012
2004	735	735 EMPLOYEE INSURANCE	33,256
2005	735	735 EMPLOYEE INSURANCE	37,262

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
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Employees with improved benefits	<i>COST INCREASE YEAR-TO-YEAR, CHANGES IN CO-PAYS changes in rates plus benefits</i>	2001		9%/11.5%	
		2002	10.2%/5.5%		
		2003	11.2/5.3		
		2004	12% / 4%	11.4 % / 4%	11.4% represents an overall increase in health benefits/ 4% represents an overall increase in dental benefits. Dental program include several new enhancements for employees.
		2005	12% / 4%		

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Employees with greater awareness of options provided by City for health insurance	<i>PERCENTAGE CHANGE BY CARRIER FOR ALL TIERS FOR HEALTH AND DENTAL</i>	2001			see notes	carrier changes were: Qual Med HMO -1.6% Presbyterian -3.3% Lovelace +1.0% Cimarron +27.1% Delta +20.6% Cigna -3.5% United Dental -2.5% United Conc -2.2%
		2002	See notes			The changes at mid-year are: Presbyterian +5.7% Lovelace -1.3% Cimarron -7.1% Delta +12.5% Cigna -3.8% United Dental -10.3% United Conc +30.6%
		2003	See notes			The estimated change for FY 03 is: Presbyterian +3.3% Lovelace +1.0% Cimarron -5.0% Delta +20.6% Cigna -3.5% United Dental-2.5% United Conc +2.2%

2004 see notes see notes *Estimated changes for FY04 are:
Presbyterian Health Plan- +16.60%
Lovelace Health Plan- +9.5
Cimarron Health Plan- +33.0
Delta Dental Plan - +4%
Cigna Dental Plan - +4%
United Concordia Low Option - +5.7%
United Concordia High Option - -3%*

2005 see notes

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Employees with thorough understanding of retirement procedures	<i>Average score (on a scale of 1 to 5) of all sessions held by fiscal year, with the following criteria: Rating is for relevance, score 1-5, five being exceptional and 1 being poor.</i>	2001			4.03	
		2002	4.5	4.5		<i>A cursory reveiw of evaluations indicates rating at the pre-retirement sessions are at projected levels.</i>
		2003	4.5			
		2004	4.5		4.5	<i>Beginning FY03 all retirementresponsibilities were assumed by PERA at their request. In the retirement process Insurance and Benefits is responsible for all aspects of Early Retirement and all cash outs. Based on the 2 Early Retirement Seminars held to date with 169 participants, an average of 4.2% level of understanding in the process.</i>
		2005	4.5			

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: INSURANCES AND ADMINISTRATION

Department: **HUMAN RESOURCES**

Service Activity: Administration

4750000

Service Activity Purpose and Description

Services delivered:

Accounting, budgeting, general administrative support

Distribution of benefit information to employees and participating entities

Pre-retirement and Early Retirement services to employees

Assistance to employees with plan disputes

Administer benefits payroll deductions and adjustments

Administer supplemental life and basic life benefits programs

Administer deferred compensation programs

Monitor employee insurance fund and propose OEB rate changes

Primary Customers: City entities and other participating employers, their employees and qualified dependents.

Of the thirty two questions asked in the survey, 2 were directly related to the level of services provided by staff. Of the 968 replies, staff received an overall rating of 94.7% satisfaction level.

Changes and Key Initiatives

For the three deferred compensation programs sponsored by the City, performance measures reporting methodologies and financial sanctions will be implemented. Deferral calculations for retirement lump-out payments have been formatted in a spreadsheet to provide accurate financial consultation to employees. The establishment of an eligibility file with appropriate interface to plans and payroll will continue to be considered provided resources and benefits can be identified. The employee insurance handbook will be revamped; more common and generic presentations will be incorporated in the redesign in order to accommodate all participating entities. Based on the Employee survey that was completed in late FY03, our survey shows employees are not familiar with the following benefits offered to them; Deferred Compensation Plans, Short Term Disability Insurance, Long Term Disability Insurance, Basic Group Life Insurance, Health Care Reimbursement and Dependent Care Assistance. These programs in partnership with the providers will make a concerted effort to communicate employee benefits other than at open enrollment.

Input Measure (\$000's)

2002	735	735 EMPLOYEE INSURANCE	578
2003	735	735 EMPLOYEE INSURANCE	479
2004	735	735 EMPLOYEE INSURANCE	635
2005	735	735 EMPLOYEE INSURANCE	718

Strategic Accomplishments

Continue to provide benefits at an affordable rate for both the employees and the City.

FY/04: Continued increases in participation in health and dental programs, deferred compensation programs and voluntary life programs.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Employees attending open enrollment sessions and health fairs	2001			1,000	
	2002	1,000		1200	
Employees attending open enrollment sessions and health fairs					

Employees attending open enrollment sessions and health fairs	2003			1200	
	2004	5000		4800	First Health Fair and first session of flu shots just concluded. 700 participants took advantage of the first day of free flu shots. In FY/03 there was a total of 600. We expect over 1000. The numbers are not in for the First Asthma Health Fair.
	2005	5000	2300		Flu Shots had 1300 employees participate. (In the previous year we had 600 employees participate), and the first Asthma Health had over 1000 employees attend.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Information packets and brochures mailed or distributed	2001			8,392	
	2002	8400		6717	
Information packets and brochures mailed or distributed	2003			6383	
	2004	16000		19020	10,000 This number includes City, Bernalillo County and all other participate entities. Information packets to include Asthma Fair, Deferred Comp meetings, and insurance packets.
	2005	16000	10000		10,000 This number includes City, Bernalillo County and all other participating entities. Information packets to include Asthma Fair, Wellness Fair scheduled for April, and Deferred Comp meetings, and Insurance Packets.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of new hires provided benefits orientation	2001			559	
	2002	559		600	
Number of new hires provided benefits orientation	2003			559	
	2004	700		1124	336 This number represents 9 NEO'S
	2005	700	336		This number represents 9 NEO's

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Retirees attending briefings	2001			235	
	2002	290		320	
Retirees attending briefings	2003			320	
	2004	400		391	First Quarter numbers represents 3 Retirement Sessions held YTD with 100 participants averaging 4.2% level of understanding through their class evaluations.

2005 400 100

First Quarter numbers represent 3 Retirement Sessions held YTD with 100 participants averaging 4.2% level of understanding through their class evaluations.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the information provided on benefits (Survey)	2001			85%	
	2002	85%			
	2003			92.1%	Survey was conducted during open enrollment (May 2003). Results: Out of 971 replies, 235;24.2% Strongly Agree, 659;67.9% Agree, 69;7.1% Disagree, 8;0.8% Strongly Disagree
	2004	95%		92.1%	Survey was conducted during open enrollment in May 03. Results to the question are noted in question #29. Results indicated a 92.1% satisfaction level.
Employees level of satisfaction with the information provided on benefits	2005	95%	92.1%		Survey was conducted during open enrollment in May 03. Results to the question are noted in Question #29. Results indicated a 92.1% satisfaction level.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the level of service provide by staff (Survey)	2001			90%	
	2002	90%			
Employees level of satisfaction with the level of service provided by staff. (Survey to be conducted.)	2003			93.9%	Survey was conducted during open enrollment. (May 2003) Results: Out of 958 replies, 261;27.2% Strongly Agree, 639; 66.7% Agree, 50;5.2% Disagree, 8;0.8% Strongly Disagree
	2004	95%		93.9%	Survey was conducted during open enrollment in May 2003. Results indicated a 93.9% approval rating. See question #31. By FY04 we will have all vacancies filled and will be fully staffed.
Employees level of satisfaction with the level of service provided by staff.	2005	95%	93.9%		Survey was conducted during open enrollment in May 2003. Results indicated a 93.9% approval rating. See question #31. By the end of FY04 we will have all vacancies filled and be fully staffed

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the process of changing benefits/insurance options (Survey)	2001			75%	
	2002	75%			
	2003			87%	Survey was conducted during open enrollment. (May 2003) Results: Out of 952 replies, 233;24.5% Strongly Agree, 598;62.8% Agree, 100;10.5% Disagree, 21;2.2% Strongly Disagree
	2004	90%		87.3%	Survey was conducted during open enrollment in May 03. Results indicate an 87.3% satisfaction level. Results to the question are noted in question #28. It is our intent to have the enrollment process, including updating/changes automated.
Employees level of satisfaction with the process of changing benefits/insurance options	2005	90%	87.3%		Survey was conducted during open enrollment in May 03. Results indicate an 87.3% satisfaction level. Results to the question are noted in question #28. It is our intent to have the enrollment process including updating/changes automated.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Retirees level of satisfaction with the retirement process (Survey)	2001			95%	
	2002	95%			
	2003	see notes			Survey to be done 05/03.
	2004	TBD		TBD	Exit interview surveys to be conducted to create baseline.
Retirees level of satisfaction with the retirement process	2005	TBD			Exit interview surveys to be conducted to create baseline.

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: INSURANCES AND ADMINISTRATION

Department: **HUMAN RESOURCES**

Service Activity: Health Insurance

4786000

Service Activity Purpose and Description

Health Programs:

Conduct annual rate renewal negotiations and contract formulation.

Administer RFP and RFI processes related to health benefits.

Enroll/disenroll, process forms, enter payroll deductions.

Process premium payments and reconcile prepayment to eligibility file.

Review and reconcile utilization information.

Flex Benefits (Section 125)

Distribute Plan material, establish enrollment process, establish payroll deductions.

Monitor accounts, validate deductions to claim payments.

Submit enrollment forms to contractor, notify for terminations.

COBRA

Provide enrollment forms to contractor.

Provide new hire information to contractor for COBRA rights notifications.

Provide applications for COBRA applicants.

Monitor COBRA monthly activity by plan and participants.

Primary Customers: Eligible City employees and Bernalillo County employees and qualified dependents and other participating entities and their employees.

Customer Conditions: Exceeded expectations.

Changes and Key Initiatives

FY04: Formulated process to capture premium/claim information to validate renewal calculations.

Will formulate a plan for capturing data for eligible dependents.

Input Measure (\$000's)

2002	735	735 EMPLOYEE INSURANCE	23,435
2003	735	735 EMPLOYEE INSURANCE	25,876
2004	735	735 EMPLOYEE INSURANCE	29,859
2005	735	735 EMPLOYEE INSURANCE	33,455

Strategic Accomplishments

FY/03: Provider agreements negotiations included 4 wellness fairs for City employees plus Flu shots. In addition, HIPAA compliant software for 830 format is negotiated into the existing contracts.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
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Employees participating in dependent care assistance programs	2001			9	
Employees participating in dependent care assistance programs	2002	9		9	
Employees participating in dependent care assistance programs	2003	15		15	
	2004	145		13	First Quarter estimated at 175. A concerted effort was made during open enrollment to educate employees as to the benefit of this program. RFP issued for new vendor.
	2005	145	90		First Quarter estimated at 175. A concerted effort was made during open enrollment to educate employees as to the benefits of this program. This education process will continue for the upcoming Fiscal year.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Employees participating in health programs	2001			5,653	
Employees participating in health programs	2002	5,700		5443	
	2003	5,700		5466	
	2004	5443		5814	First quarter estimated at 5416.
Employees participating in health programs	2005	5443	5563		There are 5563 employees participating in Health programs through January 2004. If we include the other entities that are under the Health Care programs offered by the City of Albuquerque, the total number of employees for all entities is 7326. This does not include dependents, spouses and domestic partners.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Employees participating in medical reimbursement program	2001			46	
Employees participating in medical reimbursement program	2002	50		50	
Employees participating in medical reimbursement program	2003			50	
	2004	175		148	First Quarter estimated at 145 participants. A concerted effort was made during open enrollment to educate employees as to the benefit of this program. RFP issued for new vendor.
	2005	175	173		First Quarter estimated at 173 participants. A concerted effort was made during open enrollment to educate employees as to the benefit of this program. RFP was issued for new vendor for FY05. Contract has not been issued.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of employees participating in COBRA health coverage	2001			34	

Number of employees participating in COBRA health coverage	2002	34		63	
Number of employees participating in COBRA health coverage	2003	27		31	
	2004	70		15	First Quarter estimated at 33. RFP issued for new vendor selection.
	2005	70	29		Currently the City of Albuquerque, has 29 employees in the Cobra program and a total of 50 including all other entities.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the level and quality of care received from the health insurance provider (Survey)	2001			76%	
Employees level of satisfaction with the level and quality of care received from the health insurance provider (Survey)	2002	80%			
Employees level of satisfaction with the level and quality of care received from the health insurance provider. (Survey to be conducted.)	2003			88%	Survey was conducted during Open Enrollment (May 2003) Results: Out of 955 replies, 199;20.8% Strongly Agree, 642;67.2% Agree, 92;9.6% Disagree, 22;2.3% Strongly Disagree
	2004	90%		88%	Survey was conducted during open enrollment in May 03. We are currently at 88%. Quarterly meetings with providers to communicate awareness and level of service to employees.
	2005	90%	88%		Survey was conducted during open enrollment in May 03. We are currently at 88%. Quarterly meetings with providers to communicate awareness and level of service to employees.

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the value provided with the benefits package (Survey)	2001			85%	
Employees level of satisfaction with the value provided with the benefits package (Survey)	2002	85%			
Employees level of satisfaction with the value provided with the benefits package. (Survey to be provided)	2003			92.6%	Survey was conducted during Open Enrollment (May 2003) Out of 937 replies: 278;29.7% Strongly Agree, 589;62.9% Agree, 60;6.4% Disagree, 10;1.1% Strongly Disagree
	2004	95%		92.6%	Survey was conducted during open enrollment in May 03. Survey indicated that we are presently at 92.6%.

2005

95%

92.6%

*Survey was conducted during
open enrollment in May 03.
Survey indicated that we are
presently at 92.6%*

Goal: **GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS**

Parent Program Strategy: INSURANCES AND ADMINISTRATION

Department: **HUMAN RESOURCES**

Service Activity: Dental Insurances

4787000

Service Activity Purpose and Description

Services Delivered:

Dental Programs

Conduct annual rate renewal negotiations and contract formulation.

Administer RFP and RFI processes related to dental benefits.

Enroll/disenroll, process forms, enter payroll deductions.

Process premium payments and reconcile prepayment to eligibility file.

Review and reconcile utilization information.

Primary Customers: Eligible City employees and qualified dependents and participating entities and their employees.

Customer Conditions: Exceeded expectations.

Changes and Key Initiatives

Implementing 100% plan pay on preventive and diagnostic level services on all comprehensive programs.

Finalized intranet web page with comparison information. Waiting for ISD/DFAS to provide software and publish web page.

Implementing \$1,500 annual maximum benefit on all comprehensive dental programs.

Implemented conversion to a universal age 25 for dependents.

Formulated process to capture premium/claim information to validate RFP proposal costs.

Will formulate direction regarding eligibility database and web-based enrollment.

Will seek to provide multiple plan options by carrier.

Input Measure (\$000's)

2002	735	735 EMPLOYEE INSURANCE	2,621
2003	735	735 EMPLOYEE INSURANCE	2,657
2004	735	735 EMPLOYEE INSURANCE	2,762
2005	735	735 EMPLOYEE INSURANCE	3,089

Strategic Accomplishments

FY/03: Moved all plans to the universal 25, along with the \$1,500 max.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
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Employees participating in dental programs.	2001			5,574	
	2002	5632		4546	
Employees participating in dental programs.					
Employees participating in dental programs.	2003	5,700		5490	

2004	5500	5845	First Quarter numbers indicate an estimated 5438
2005	5500		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of dental plan options available to city employees	2001			4	
	2002	4		4	
Number of dental plan options available to city employees					
Number of dental plan options available to city employees	2003	4		4	
	2004	4		4	
	2005	4			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of employees participating in COBRA dental coverage.	2001			33	
	2002	40		23	
Number of employees participating in COBRA dental coverage.					
Number of employees participating in COBRA dental coverage.	2003	30		31	
	2004	40		10	RFP issued for new vendor. First quarter indicates 33 YTD participants.
	2005	40			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the level and quality of service received from the dental insurance provider (Survey)	2001			76%	
Employees level of satisfaction with the level and quality of service received from the dental insurance provider (Survey)	2002	80%			
Employees level of satisfaction with the level and quality of service received from the dental insurance provider. (Survey to be conducted.)	2003			86.1%	Survey conducted during Open Enrollment (May 2003) Results: out of 927 replies, 177;19.1% Strongly Agree, 621;67.0% Agree, 102;11.0% Disagree, 27;2.9% Strongly Disagree
	2004	90%		86.1%	Survey was conducted during open enrollment in May 03. Results to the question are noted in question #7. Results indicated that there is a 86.1% level of satisfaction with the quality and service provided. This information will be passed on to the providers during renewals.
	2005	90%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Employees level of satisfaction with the value provided with the benefits package (Survey)	2001			85%	
	2002	85%			
Employees level of satisfaction with the value provided with the benefits package (Survey)	2003			92.6%	Survey conducted during Open Enrollment (May 2003) Result: Out of 937 replies, 278; 29.7% Strongly Agree, 589; 62.9% Agree, 60; 6.4% Disagree, 10; 1.1% Strongly Disagree
	2004	95%		92.6%	Survey was conducted during open enrollment in May 03. Results to the question are noted in question #27. The results indicated a 92.6 satisfaction level. We are doing a fairly good job of communicating employee benefits through their benefits packages.
	2005	95%			